NETWORKING IN ALBERTA

LEVELS OF SERVICE EXPECTATIONS

A FOUNDATION FOR
PUBLIC LIBRARY RESOURCE SHARING

Alberta
CULTURE AND MULTICULTURALISM

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INTRODUCTION

The overall, long-term goal of Alberta Culture's Library Services Branch is to assist in securing for all Albertans, regardless of place of residence, social or economic circumstances, reasonable access to public library services which will meet informational, educational, cultural and recreational needs. Such access is strengthened through the sharing of information and materials across government jurisdictional lines and among types of libraries.

The two major programme thrusts towards achieving the above-mentioned goal are the development of library systems and the development of mechanisms to share resources both between these systems and with other libraries. The principles dealing with the former were set out by the Minister of Culture in October 1982 and we are now incorporated with the Libraries Act and Libraries Regulations. Library systems can provide ordering, processing and cataloguing services; more books and supplies because of better buying; staff development and continuing educations programmes and access to library expertise at the local level. Resource-sharing programmes are best built on a firm base of local co-operation and take the principle of co-operation beyond the geographical boundaries of library systems.

The totality of historical record, or even of the current written record, cannot be in any library. This implies a need for an organised system for information sharing which allows identification of resources in libraries, and includes efficient methods of communication and exchange of information and materials. It should also be recognized that sharing of human resources is becoming as important as sharing material resources.

Libraries have always had means of sharing materials with each other, but it is only in the last 12 years that a formal mechanism has existed in Alberta to expedite and encourage such activity. (Historical Review, Appendix 1) The geography and demography of the province, coupled with the historical development of library service in individual communities, preclude equal access to library service. However, the extent of resources available to Albertans can be improved through resource sharing and by the development at municipal and community library levels of collections which meet the majority of the needs of library patrons .

The Libraries Regulation, 1984, section 1(d) defines the term resource-sharing as follows:-

> "making available to other libraries the library materials owned by a board, the information contained in these materials and the staff expertise required to locate and make available the information or the library materials"

The same regulation requires library boards to develop policies for resource-sharing and for conditions governing the acquisition of library materials and information from other sources, including interlibrary loan. The Libraries Act, section 40(3)(d) invalidates any by-law which requires a member of the public to pay a fee or charge for "acquiring library materials or information from other sources where the board considers that acquisition the most effective means of providing the library material or information."

Finally, in terms of the legal underpinning of the current resource-sharing programme, the Cultural Grants Regulation, Division 1, Part 5, allows the Minister to "make grants to libraries and boards...to assist in resource-sharing and the development of bibliographic networks in Alberta."

As a move towards provision of more equitable access to library materials and information services for public library users, all public libraries are linked together in a resource-sharing programme. The programme is designed to decentralise provision of materials and information, and place responsibility for such provision at the appropriate level in the chain. It is also designed to reflect a hierarchical approach to user needs, with each level responding to a particular scope or depth of demand in order to ensure that library materials held in Alberta are available to Albertans at no charge.

A review of the current literature points to the necessity for sharing resources as an adjunct to the development of library collections to meet community needs. Most recent literature concentrates on the procedural aspects of such programmes, but policies from state libraries and other provinces indicate a growing support for the concept of "local self-sufficiency". There is also a growing suggestion that there is a need for some standards or expectations of both the borrowing libraries and the providers of material and information. (Literature Review, Appendix 3).

Prior to 1984, a number of concerns were raised which led to the decision to review the policy. Several of the concerns have already been examined and more data gathered. The most important of these concerns follow.

Interlibrary Loans

- The two major cities, Calgary and Edmonton, and the University of Alberta were acting as first line resources.*
- Calgary Public Library was filling a disproportionately high percentage of requests compared with Edmonton Public Library.*
- The telex system was time-consuming, labour intensive and increasingly costly.
- Guidelines for the use of the system were not strictly enforced.
- The formula for providing assistance for collection development and wear had no firm basis.
- There was a perception that the availability of the service might be hindering systems development.*
- No resource base was being developed in north east Alberta.
- The current economic situation will likely result in no additional funding for the programme, while use of the service is growing steadily each year.*
- University libraries were being pressed for funds and are looking at their role in the system.

Zenith Service

- Many of the calls were for subject requests which could be translated into specific author-title requests.*
- There was a perception that many calls could be answered from a basic reference collection.*
- Staff in smaller libraries were inadequately trained to conduct reference interviews or to conduct reference searches.
- The average time spent in answering zenith questions in resource libraries (total staff time paid for divided by number of questions) was high.*
- The formula for providing assistance for collection development and wear had no firm basis.
- Marigold Library System was not answering requests from member libraries.
- Two resource centres were being supported in central Alberta (Red Deer and Parkland).
- The current economic situation will likely result in no additional funding for the programme, while use of the service is increasing steadily each year.*
- No resource base was being built in the area surrounding Edmonton, or in north east Alberta.
- There was a perception that the availability of the service might be hindering system development.*

*(See Appendix 2 for statistics.)

In reviewing the programme and addressing these concerns, staff of Alberta Culture Library Services Branch had several areas in mind:

- Ways of improving communications, using current technology, to reduce time lapse and make the system less labour intensive.
- Ways of providing direct library to library interfaces for resource libraries, thus speeding up and/or improving access to collection information.

In addressing these two areas, the Branch introduced Envoy 80, an in-province electronic messaging service, to replace the telex machines. A committee of staff from resource libraries and the branch was established to examine protocols for communications and the desired end results of the communication process. The committee examined the current procedures, ensured that an ENVOY 80 manual was available and recommended that existing procedures continue until automation has been undertaken by enough libraries to allow efficient and effective direct access to individual automated catalogues. The Directors of the Resource Libraries accepted this recommendation.

The following two questions will be addressed after agreement is reached on the principles of equitability and expectations.

- Ways of distributing available funding in an equitable and effective manner to provide the best service to the user.
- Ways of building resource bases in pre-system areas when none exist and reducing duplication of resources in other areas.

This document sets out to provide levels of expectations for the participants in Alberta's public library resource-sharing network and addresses the four issues outlined below. It recognises that both materials and staff are important in meeting these expectations, and that the educational process for municipal and community library staff is as important as the availability of books and communications.

- Ways of reducing dependence on the University of Alberta and the Calgary and Edmonton Public Libraries.
- Ways of improving self sufficiency of libraries at all levels, thereby reducing demands on resource libraries for easily obtained materials and information.
- Ways of improving the levels of competence in reference work at all levels, thereby improving the quality of transmittal of requests for materials and information and reducing dependence on staff in resource libraries.
- Ways of making the program a factor in improving service within library systems, without diminishing current services outside of library systems.

Discussions have been held with Marigold Library System and Calgary Public Library with regard to easing the load on the latter library from member libraries of the system, and financial assistance has been offered to Marigold to establish an internal system for handling Zenith requests. Assistance has also been offered to Parkland Library System to assist in creating a machine readable data base for central Alberta materials. Finally, discussions have begun with officials at the University of Alberta with regard to the future place of that institution in the resource sharing programme. The intention is to ensure that the University of Alberta becomes a library of "last resort" rather than the first step in the interlibrary loan process, and university officials have been asked to make a decision on the best way to secure access to their collections.

Alberta Culture recognizes that it will take time for libraries to meet these expectations. They represent both a goal to be reached and a standard to be upheld once reached.

EXPECTATIONS OF LIBRARIES

In this document, three types or levels of public library are described for resource sharing expectations.

Type A Libraries

Public Libraries without a graduate librarian*, and all public libraries within a system.

The public library, regardless of size, is the basic unit in the provision of library service. It is the first contact the public has with library service, and its collection should, therefore, provide accurate and up-to-date information and reflect the needs of the community as expressed in its plan of service. It is the first link in the chain for obtaining information through the resource sharing programme.

Type B Libraries

Type B libraries belong to Alberta Public Libraries Directors Council. They serve communities which act as trade or service centres, usually for a large surrounding area. They employ a graduate librarian who can answer information questions.

Alberta Culture may designate certain of these libraries as **resource libraries**. The aim is to have one such library in each of the nine designated library system areas shown on the map in the Libraries Regulation.

Once a library system is established, the **system headquarters** has the responsibility for facilitating and providing interlibrary loan and information services to its member libraries. The staff of the system can provide its constituents with a range of consultative and other services beyond the capacity of each individual library. A system headquarters is also the link between its member libraries and the provincial resource sharing programme.

*   A graduate librarian is defined as a graduate of a post graduate library program in Canada, or a person with equivalent qualifications from another country (Section 12(1) of The Libraries Regulation, 1984)

Type C Libraries

Edmonton and Calgary public libraries are type C resource libraries.
These two libraries have staff expertise and collections whose scope and
size can provide in-depth information and special resources that other
libraries do not have. They act as the last point of reference in the
public library hierarchy.

In addition to describing expectations for the public libraries, this
document sets out the expectations for the provincial government in terms
of the resource-sharing programme.

Alberta Culture Library Services Branch

The role of Alberta Culture in the resource sharing program is to
facilitate access to materials and information within the province. In
addition, the Branch acts as a broker for libraries by extending the
search beyond the province through means such as agreements with the
Northwest Territories, Saskatchewan Provincial Library, University of
Washington Resource Sharing Program, and by the use of in-house
technology such as ENVOY 100 (an international electronic messaging
system operated by telephone companies), DOBIS (the electronic data base
being used by the National Library of Canada to create a Canadian union
catalogue of library holdings) and REFCATTS (an automated union catalogue
available from UTLAS Inc.). The Branch also has the responsibility of
providing leadership in planning and evaluating the programme.

INTERLIBRARY LOANS

Definition

An interlibrary loan is a transaction in which library material in made available by one library to another upon request. It includes the provision of photocopies as substitutes for loans of the original material. It is a request for a specifically identified item (i.e. an author/title request, whether a periodical or monograph).

Expectations of Type A libraries

Public libraries are expected to:

1. Develop a policy for resource sharing and interlibrary loans as stated in the Libraries Regulation, 1984.

2. Fill at least 55% of the book and periodical requests of their patrons from their own stock.

3. Develop a procedures manual for their own staff on interlibrary loan procedures.

4. Consider purchase of non-fiction material that has been published within the last 12 months before requesting on interlibrary loan.

5. Exhaust their own resources before using interlibrary loan, and not request materials in their own stock.

6. Not request the following:

    6.1 Basic reference material.
    6.2 Genealogical books. (i.e. detailed books providing details of family history as opposed to books which assist in locating such material, identify persons and/or provide brief biographical information)
    6.3 Paperbacks or in-print material priced at $7.00 or less.
    6.4 Periodicals (photocopies of articles will be supplied).
    6.5 Current General Interest Fiction - (published within last 12 months)
    6.6 Any book currently on the best seller lists
    6.7 Specific texts for school, college or university courses.
    6.8 Rare books.
    6.9 Audio-visual material.

7. Provide a source indicating that the material being requested has been published.

8. Comply with procedures as jointly developed by Alberta Culture Library Services Branch and resource libraries.

9.   Have in their collection the following:

>   Books in Print
>   Subject Guide to BIP

or some other bibliographical guide which will allow patron subject requests to be translated into author/title interlibrary loan requests.

This material should not be more than five years old to ensure that current information is available for collection building, to meet patron demands, and for interlibrary loan request verification.

In addition, a public library employing a library technician is expected to have other guides to in-print materials:

>   (e.g. Canadian Books in Print, British Books in Print, Paperback Books in Print.)

and Indexes to assist with ILL verifications (see Appendix Four for examples).

Public libraries in systems will determine their own collection needs in consultation with system staff.

Expectations of Type B libraries.

In addition to the expectations listed above, type B libraries are expected to:-

1.   Fill 65% of the book and periodical requests of their patrons from their own stock.

2.   Consider purchase of material before forwarding a request for interlibrary loan.

3.   Provide full bibliographic information for requests forwarded for interlibrary loan.

4.   Loan material upon request.

5.   Have available current book publishing information and ensure that guides to in print materials are not more than two years old.

Resource Libraries

Designated resource libraries are funded by Alberta Culture to provide interlibrary loans to other public libraries upon request. In addition to all expectations for type B libraries, it is expected that these resource libraries will:-

1. Fill 70% of the book and periodical requests of their patrons from their own stock.

2. Ensure that their own staff are trained in whatever communication system is used.

3. Search their collections for material requested.

4. Report the status of material in the collection that is not available for loan at the time of the request.

5. Reserve material for interlibrary loan upon request.

6. Facilitate the delivery of materials through the use of the Government Courier where possible, or by Canada Post, providing return mailing labels.

7. Have a collection that includes bibliographical verification tools that are current and some specialised subject indexes.

Library Systems

Library systems are expected to meet all the expectations of resource libraries, with the following additions:-

1. Devise a format and policy for interlibrary loan requests from member libraries.

2. Fill 80% of their own book and periodical requests from within the system.

3. Reserve material within the system rather than forward the request outside the system.

5. Be responsible for delivery within their own system.

6. Report back to member libraries on the status of an interlibrary loan request.

7. Attempt to purchase material required to meet unmet needs as demonstrated by interlibrary loan requests both from within the system and on a provincial basis in consultation with Alberta Culture, Library Services Branch.

Expectations of Type C libraries

In addition to meeting the expectations of resource libraries as set out above, Type C libraries are expected to:-

1.   Fill 90% of the book and periodical requests of their patrons.

2.   Accept interlibrary loan requests after other public library collections have been searched.

3.   Have a selection of local, national and international bibliographical verification tools in their collection

4.   Have a selection of newspaper and specialised indexes

Type C libraries will not be expected to fill interlibrary loan requests for in print, general interest fiction, in print juvenile or mass market paperback materials..

Expectations of Alberta Culture, Library Services Branch

1.   Facilitate the orderly and efficient exchange of information in the interlibrary loan system.

2.   Report the status of unfilled requests after the Alberta library search is made.

3.   Continue to search for locations until a request is terminated.

4.   Provide, in consultation with staff of resource libraries, a manual for the use of resource libraries on protocols and procedures.

5.   Initiate consultation, planning and evaluation of the program with resource libraries.

6.   Provide leadership in promoting collection development activities which will improve the level of self sufficiency in public libraries.

7.   Monitor the requests handled through the system to ensure that materials expected to be purchased by libraries as described on pages 8 and 11(above) are not requested through the system.

8.   Provide a communications network between public libraries.

9.   Ensure that priority is given to requests from libraries within systems.

INFORMATION SERVICES

Definition

Information service is assistance provided in answer to a request for information. It may involve the use of materials, instruction on their use, interpretation of information or recommendations on materials. It does not include general checks of the library catalogue.

Expectations for Type A Libraries

Public libraries are expected to:-

1. Provide a collection to reflect the information needs of their own communities as outlined in their plans of service.

2. Answer 60% of the reference questions from their own patrons from their own resources.

3. Have a reference procedures manual for use by their staff.

4. Have a telephone to contact other local informational sources, and ensure that these resources as well as their own collection are used before contacting the Zenith service at their designated Resource Library.
    (e.g. neighbouring libraries, municipal offices, recreation board, health unit, schools and colleges).

5. Transmit and explain the level and complexity of information being sought through the ZENITH service by indicating:

    5.1 Any time limits on the information required?

    5.2 The reading level for which the information is required. (e.g. ELEMENTARY, GENERAL INTEREST, PERSONAL RESEARCH, UNIVERSITY)

    5.3 How much information is needed. (e.g. one or more books, photocopying, one or more viewpoints for a research paper)

    5.4 The currency of the information required (e.g. the latest information on scientific subjects or general information only).

    5.5 The purpose of the request (e.g. recreational reading, term paper, general interest).

6. Keep records of information questions which can serve to assist in collection development.

7. Support staff development and training in reference skills.

8. Evaluate and measure the effectiveness of their own information services.

9. Maintain a current reference collection that will include at least:

    <u>Canadian Almanac and Directory</u>, or, <u>Corpus Almanac of Canada</u>
    A general multi volume encyclopedia
    A dictionary
    <u>Statesman's Year Book</u> or <u>World Almanac</u>, or <u>Whitaker's Almanac</u>
    <u>The Canadian Encyclopedia</u>
    A general world atlas

9.1 In addition to the above materials, a public library, where a
    library technician is employed, is expected to maintain a current
    collection that will include:

    Periodical Indexes (e.g. <u>Canadian Periodical Index</u> or <u>Reader's Guide</u>)
    A Collection of Periodicals to reflect the needs of the community.
    A selection of Reference Material covering all areas of knowledge,
    and selected from recognised selection tools. (see Appendix Four)

9.2 Public libraries in systems will determine their own reference
    collection needs in consultation with system staff.

9.10 Public libraries will not ask for the following types of
     information:-

    Searches of the catalogue under a particular subject.
    Pictures.
    Answers to contest or quiz questions.
    Medical or legal advice.
    Genealogical searches.
    Identification of objects.
    Evaluation of art, antiques, jewelry, stamps, coins, rare books etc.

Expectations of Type B libraries.

In addition to the expectations listed above, type B libraries are expected to:

1. Answer 68% of the reference questions of patrons from their own resources.

2. Ensure that no questions will be forwarded to Type C libraries that are author/title or subject catalogue requests.

3. Employ a graduate librarian who will screen Zenith information requests.

4. Have a broad collection of periodicals to reflect the needs of both the local community and the surrounding market area

TYPE B LIBRARIES BELONGING TO REGIONAL SYSTEMS WILL FORWARD ZENITH REQUESTS TO THEIR SYSTEM'S RESOURCE CENTRE(S). TYPE B LIBRARIES NOT IN LIBRARY SYSTEMS MAY FORWARD REQUESTS VIA THE ZENITH SERVICE DIRECTLY TO CALGARY AND EDMONTON PUBLIC LIBRARIES, DEPENDING ON THEIR LOCATION, PROVIDING A GRADUATE LIBRARIAN IS EMPLOYED WITH SPECIFIC RESPONSIBILITY FOR THE INFORMATION SERVICE. TYPE B LIBRARIES WITHIN BOUNDARIES OF LIBRARY SYSTEMS WILL TRANSMIT ZENITH QUESTIONS DIRECTLY TO ALBERTA CULTURE, LIBRARY SERVICES BRANCH, WHICH WILL EXPEDITE ANSWERING OF THESE QUESTIONS.

Resource Libraries

Designated resource libraries are funded by Alberta Culture to provide information services, through the zenith service, to type A libraries within their area upon request. In addition to all expectations for type B libraries, it is expected that these resource libraries will:-

1. Answer 70% of their own information questions and 70% of those transmitted to them through ZENITH.

2. Employ a graduate librarian to answer Zenith questions.

3. Follow through each request submitted and report back to the library from which the request originated.

4. Keep records, such as the ZENITH Call Card provided by Alberta Culture Library Services, to record each question.

5. Provide a source of reference when answering a ZENITH question.

6. Inform all their information staff of the ZENITH programme.

7. Exhaust their own resources before referring a ZENITH question to a Type C library.

8. Evaluate and measure the effectiveness of their own information
    service for a joint evaluation of the programme with ACLS.

9. Maintain a broader reference collection in all areas than other type
    B libraries, including:

    Newspapers
    Back issues of popular magazines
    Local and regional information
    Municipal, provincial and federal documents
    Specialised indexes
    Maps and pamphlets

Library Systems

Library systems are expected to meet all the expectations of resource
libraries, with the following additions:-

1. Devise a mechanism for routing and answering information questions,
    including provision of the services of a graduate librarian, and
    ensuring that all sources within the system have been exhausted
    before forwarding questions to a Type C library.

2. Answer 80% of the information questions submitted by member
    libraries.

3. Have and provide access to the holdings of the system.

4. Follow through each request submitted, and report back to the
    library from which the request originated.

5. Keep records, such as the ZENITH Call Card provided by Alberta
    Culture Library Services, to record each question.

6. Provide continuing education for their constituents in reference
    work and collection building.

7. Inform their own staff and librarians of member libraries of the
    ZENITH programme.

8. Ensure that no questions will be forwarded to a Type C library that
    are author/title, or subject catalogue requests.

9. Evaluate and measure the effectiveness of their own information
    service for a joint evaluation of the programme with Alberta Culture
    Library Services.

Expectations of Type C libraries.

In addition to meeting the expectations of resource libraries as set out above, Type C libraries are expected to:-

1. Answer 90% of questions that are received from type B libraries.

2. Employ a graduate librarian at an appropriate level to answer Zenith questions.

3. Refer Zenith questions to staff experts if necessary.

4. Refer questions outside their own institution where possible.

5. Consult with each other in answering a question if necessary.

6. Perform bibliographic searches and provide bibliographic information for requests which cannot be adequately searched in the resources of type B libraries.

7. Priorize ZENITH requests so that requests from library systems have priority.

8. Only accept requests that have been screened by a graduate librarian.

Expectations of Alberta Culture Library Services

1. Organize continuing education and training for librarians in reference and information skills.

2. Ensure that all library boards are aware of the resource sharing programme.

3. Initiate consultation, planning and evaluation of the program with resource libraries.

4. Monitor the questions being asked to ensure that local resources are being effectively utilised.

5. Provide consultation in reference work and collection building as needed as a result of expectations 3 and 4 above.

6. Provide ZENITH call cards and any other forms needed to keep records.

7. Provide a manual of protocols and procedures, jointly prepared with resource libraries and their staffs,.

8. Underwrite the telecommunications costs of the ZENITH service.

9. Expedite the answering of Zenith requests from Type B libraries within boundaries of library systems.

HISTORICAL REVIEW

The current resource-sharing network had its beginnings in 1973 when the Extension Library, Calgary Public Library, Edmonton Public Library and Lethbridge Public Library agreed to lend materials to 20 other public libraries in the Province at no charge. Initial communication was by mail to the Extension Library, which checked its own and the university of Alberta collections, and then sent unfilled requests to Alberta Culture Library Services Branch. These mail requests included subject as well as author/title requests. Branch staff handled the checking of the Edmonton Public Library collection, and then used TWX to field offices of Alberta Culture in the two southern cities, where telephone checks of the catalogue and shelves were made by secretarial staff.

As the system succeeded, more libraries participated and the TWX machines were moved to the public libraries and replaced with Telex machines. The checking of lists was now done by library staff. The number of "providers" was expanded to include all of the current resource libraries. When the Northern Alberta Library Development Service (NALDS) and Southern Alberta Library Service (SALS) projects were established in 1977, reimbursement was provided for services rendered and the ZENITH information referral service was introduced into the resource libraries. Marigold Library System, Fort McMurray Public Library, County of Strathcona Library and the Extension Library were not designated to provide ZENITH service.

In 1980, when the NALDS and SALS projects ended, statistics showed that the vast majority of requests could be filled within the province. This fact, coupled with the cost of setting up any central collection of materials, led to the decision to continue with this decentralised resource-sharing network. Alberta Culture reached an agreement with resource libraries to provide payment for the net number of books loaned and the number of information questions answered. Consensus was difficult on the "price per book" and "price per question", and in 1981 a three year agreement was signed which altered the formula for compensation.

In order to strengthen public libraries in rural areas, and to encourage the development of library systems' information services, the Extension Library agreed to check for interlibrary loan requests only, and subject requests were discontinued. This directly impacted on the ZENITH service which grew rapidly in volume as a result.

Alberta Culture recognised that there was a price to be paid for staffing these services in the resource libraries in order to have service available at all times when it was needed. The result was a formula which included payment for all, or part, of the costs of clerical and professional staff involved in providing service, a payment in recognition of collection use and wear, and an fee to cover management and administration of the services.

In 1984, a monetary ceiling was placed on the programme to accomodate government guidelines for controlling expenditure. Intensive discussions with all parties resulted in a new two year agreement which maintained the principle of payment for service provision by continuing to pay for staff costs, but placed ceilings on the amounts available to each participant. At this time, Fort McMurray Public Library ceased to be a designated resource library because of the low level of use made of its collection in filling requests. The library did, however, retain the communications link to the branch in order to expedite transmission and filling of its own requests. One of the stated aims of the new policy was to improve the ability of library systems to answer their own requests. It was also understood that a full review of the policy would take place during the term of the agreement with the aim of providing a more equitable division of both funds and responsibilities.

Designated resource libraries are:-

Calgary Public Library
Edmonton Public Library
Extension Library, University of Alberta
Fort McMurray Public Library (until 1984)
Grande Prairie Public Library
Lethbridge Public Library
Marigold Library System
Medicine Hat Public Library
Parkland Regional Library System
Red Deer Public Library
Strathcona County Public Library
Yellowhead Regional Library System

DOCUMENTATION OF CONCERNS

Interlibrary Loans

a) The following tables show the net fill rate of interlibrary loans not counting pages of photocopying for Calgary and Edmonton public libraries and University of Alberta (excluding the Extension Library) in relation to the total number of requests for a four year period. The percentage of the total ILLO's represented by each figure is given in brackets.

	Total ILLO's	CPL		EPL		U of A	
1981	19,600	1403	(7%)	1677	(9%)	3365	(17%)
1982	27,195	2989	(11%)	2275	(8%)	4528	(17%)
1983	28,329	3372	(12%)	2143	(8%)	4747	(17%)
1984	31,853	4396	(14%)	2584	(8%)	5408	(17%)

b) The perception that the resource sharing programme is hindering systems development is expressed in
     Williams, David and Derek R. Francis Lethbridge Public Library and the Oldman Library Project. New Westminster, B.C., The Library Management Group Inc.

     "There is a general assumption that the libraries will continue to enjoy the present benefits available from Lethbridge, even if they are not members of the system. A widespread feeling is that the Zenith system is a product of the provincial government and will continue regardless of the system." (p. 36).

     and in the minutes of the Resource Sharing Policy Meeting of October 19, 1983:

     "It was generally felt that there was some conflict between the goal of equitable access to information through resource-sharing and using this program to encourage library system development."

Zenith

a)   Subject requests that could be translated into author-title requests have been identified as follows:

> Marigold resource sharing proposal indicates 65% of Zenith questions could have been located in their fiche catalogue.
>
> In analyzing Zenith questions answered by Calgary for Marigold libraries, a sampling indicated that 65% of the material could have been located through the proper use of Marigold's fiche catalogue.
>
> A consultative report on Grande Prairie's Zenith services indicates 30% of their Zenith questions were author/title reworded as subjects.

The perception that many calls can be answered from a basic reference collection is indicated by the following:

> The Ad Hoc Committee on Resource Sharing discussed their perception that smaller libraries have "readers' advisory" type questions.
>
> Marigold's recent resource sharing proposal reports "too many 'low level' requests for information being submitted on the Zenith line to Calgary Public Library."

c)   Average time spent on answering Zenith questions was calculated for 1982, 1983 and 1984. The calculation was based on a 35 hour week.

	% Salary	1982 # Questions	Average Time/Question
CPL	100%	1404	1 hr. 18 min.
EPL	100%	1460	1 hr. 15 min.
GP	37%	518	1 hr. 18 min.
LBG	100%	1115	1 hr. 38 min.
MH	56%	782	1 hr. 18 min.
PK	100%	1672	1 hr. 5 min.
RD	49%	690	1 hr. 8 min.
YH	39%	549	1 hr. 18 min.

	% Salary	1983 # Questions	Average Time/Question
CPL	100%	1627	1 hr. 7 min.
EPL	100%	1489	1 hr. 13 min.
GP	50%	624	1 hr. 28 min.
LBG	100%	2375	46 min.
MH	50%	845	1 hr. 5 min.
PK	50%	547	1 hr. 40 min.
RD	50%	431	2 hr. 9 min.
YH	100%	1439	1 hr. 16 min.

	% Salary	1984 # Questions	Average Time/Question
CPL	100%	1,699	1 hr. 4 min.
EPL	100%	1,837	59 min.
GP	50%	629	1 hr. 27 min.
LBG	100%	1,162	1 hr. 34 min.
MHAT	50%	445	2 hr. 3 min.
PK	100%	1,210	1 hr. 30 min.
RD	100%	1,068	1 hr. 42 min.
YH	100%	1,889	57 min.

d) Growth of Zenith Service

Questions

	1981	1982	1983	1984
CPL	678	1404	1627	1699
EPL	1151	1460	1489	1835
GP	438	518	624	624
LBG	784	1115	2375	1162
MH	414	782	845	445
PK	929	1672	547	1210
RD	182	690	431	1068
YH	383	549	1439	1889
	4959	8190 (65%)	9377(14%)	9932(6%)

In 1982 all libraries began counting questions, not telephone calls.
Until 1983 Parkland included questions asked by school libraries.

LITERATURE REVIEW

A search of library literature was done with assistance of the National Library Documentation Centre to get an overview of resource sharing activities elsewhere. Selected articles and books were chosen for review. These are listed in Appendix 6.

A common theme in the literature reviewed was that while the local public library has a responsibility to provide basic information service, this service must be supported by access to libraries with a greater variety and depth of resources than any one library can provide. The local library is seen as a clearing house capable of directing questions to other sources.

The literature also recognizes that many libraries are staffed by volunteers and untrained personnel who need assistance in education and training. Trained staff are better able to carry out the local library's responsibility in providing information service.

The majority of the articles emphasize the need for policy manuals, professional staff, book stock and procedures manuals.

Two resource sharing plans that are applicable to Alberta public libraries are <u>Standards for Regional/TWX Libraries in Nebraska, 1975</u>, and <u>Special Task Group #14</u> <u>Access to Resources</u> a report from Ontario. These two plans specify standards and responsibilities, and have been adapted, modified and re-worded to fit the resource sharing programme in Alberta public libraries. Another set of standards was consulted was <u>Standards for Reference Services in Public Libraries</u>, a British publication that outlined material, staff and service needed for effective reference service.

There was a general agreement on the Nebraska and Ontario papers that 75% of information demands be met by the local public library, while Nebraska stated that 50% of book stock should be the standard before searching a title on ILL. Based on figures available from out-put measures done in Alberta by some libraries, and also on statistics available at ACLS, a compromise was reached on percentages, and they were scaled according to size of the library.

Output measures done by Grande Prairie, Lethbridge and St. Albert show that the average fill rate for reference questions is 68.74% and the average fill rate for titles is 63.08%. A study done by ACLS of the potential fill rate for ILL's by public libraries showed that 72% could be filled. With these figures in mind, the minimum percentage was set for all libraries at 55%; for APLDC libraries (those with a professional librarian) at 68%; for resource libraries at 70%, and for library systems at 80%. These percentages recognize that small libraries have fewer resources than libraries in the other categories, and is based on the reality of population size and budget. Type B, Systems or Type C libraries have the percentages graded to reflect the greater expectations of each.

RECOMMENDATIONS FOR COLLECTIONS

The following list is a selection from the titles made available to all libraries by the NALDS and SALS projects. They should answer the basic informational needs of local patrons.

Canadian Almanac and Directory or Corpus Almanac of Canada

These titles give information on local, Provincial and Federal governments, agencies, institutions; statistics; climate etc.

A general multi-volume encyclopedia.

Necessary to access a wide variety of general information for both adults and students.

A dictionary.

Dictionaries contain a variety of information, in addition to being necessary for spelling and definition of words.

Statesman's Year Book or World Almanac or Whitakers Almanac.

These books give general and statistical information about the countries of the world.

The Canadian Encyclopedia.

An excellent source for Canadian historical information and one of the better sources for information on Canadian literary figures.

A general world atlas.

A source of world geographic information.

The following titles represent only a few of the more popular selection tools that are used in public libraries, and are meant as a guide only:

Canadian Periodical Index or Reader's Guide: Either of these indexes will provide access to magazine articles.

Public Library Catalogue: Gives detailed bibliographic information about most commonly used books.

Books for Public Libraries: A listing of standard titles.

Recommended Reference Books for Small and Medium-Sized Libraries and Media Centers, by Bohdan S. Wynar: Describes most frequently used reference books.

Canadian Selection: Books and Periodicals for Libraries 1977-1979 Supplement, by Edith Jarvi and Isabel McLean: Lists books published in Canada in 1977-79.

Canadian Reference Sources, A Selective Guide, by Dorothy E. Ryder: A guide to Canadian reference books.

RESOURCE LIBRARY COLLECTIONS

The following materials represent broader sources of information and supplement the basic requirements of type B collections.

Newspapers: Local, regional, provincial and national newspapers are good sources of information on current affairs. They are often the only source of information on matters such as current political developments.

Back issues of popular magazines: These provide access to articles on a wide variety of popular interest subjects.

Specialized indexes: Provide access to magazines, books for the specialized needs of the community.

Local and regional information: In a variety of formats, this provides up-to-date and detailed information on matters of most immediate interest to residents of the area served.

Municipal, provincial and federal documents: These are often the only sources of information on policies, regulations and issues of the various levels of government.

Maps and pamphlets: These provide access to information not always available in other published formats.

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